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3713
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January 6, 2006

Mail Stop: Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Re: Application: 09/944,676
Filed: August 31, 2001
Inventor: Burgin, et al.
For: SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT
Atty Ref.: 1160215-0538115

Dear Sir:

Enclosed for filing are the following papers for the above-referenced patent application:

1. Information Disclosure Statement; and
2. Self-addressed postage prepaid return receipt postcard

The fee has been calculated as shown below:


	Number of Claims	Highest Previous Paid For	Extra Claims	Rate	Fee (Dollars)
Total Claims	20	20	0	x \$50 =	0
Independent Claims	3	3	0	x \$200 =	0
If multiple dependent claims, add \$360.00					n/a
TOTAL FEE DUE					\$ 0.00

Pursuant to 37 CFR 1.97(b)(4), no IDS fee is believed due.

The Commissioner is hereby authorized to charge payment of any fees associated with this communication, including any necessary extension fees, or credit any overpayment, to Deposit Account No. 06-2226.

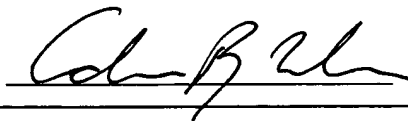
Respectfully submitted,

FROST BROWN TODD LLC


Andrew B. Ulmer (Reg. No. 57,003)

Certificate of Mailing

The undersigned certifies that this correspondence was deposited with the U.S. Postal Service with sufficient postage as first class mail and addressed to "Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450" on 6th day of January, 2006





PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

Application:	09/944,676	Examiner:	Mosser, Kathleen
Filed:	08/31/2001	Art Unit:	3713
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0538115
Title:	SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT		

INFORMATION DISCLOSURE STATEMENT

In accordance with 37 CFR 1.97 and 1.98 Applicant herewith submits certain information that the Patent & Trademark Office may wish to consider in examining the above-identified application. The information is listed on the attached PTO/SB/08A and 08B. Copies of the information are also provided. Pursuant to MPEP 609.04(a) II, no copies are provided herewith of U.S. patents cited. Copies of foreign patents and non-patent literature are provided herewith. Please treat all information as prior art until it is proved otherwise. No representation is made or intended that a prior art search has been made, that better information is available, or that the information qualifies as prior art or is material to patentability.

The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 06-2226.

Respectfully Submitted,

Andrew B. Ulmer (Reg. No. 57,003)
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Certificate of Mailing

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Substitute for Form 1449B/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Sheet 1 of 1

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Complete if Known

Application Number	09/944,676
Filing Date	08/31/2001
First Inventor	Burgin, et al.
Art Unit	3713
Examiner Name	Mosser, Kathleen
Attorney Docket No.	1160215-0538115

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number - Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear
		US 2004/0088345	05-2004	Zellner, et al.	
		US 2002/0052778	05-2002	Murphy, et al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ - Number ⁴ - Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant	Pages, columns, lines where relevant passages or relevant figures appear	T ⁶

OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶
		Office Action dated 12/15/2005 for U.S. Application Serial No. 09/944,836, filed 08/31/2001	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional).

² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

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Examiner Signature		Date Considered	
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